



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,231

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR  
COMPONENT TO SERVICE MAPPING IN  
SERVICE LEVEL MANAGEMENT (SLM)*

Attorney Docket No.: APB-021

Art Unit: 2143

Examiner: England, David E.

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Technology Center 2100

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV378819476US, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: May 26, 2004

Signature: 

(Christopher J. McKenna)

**AMENDMENT AND RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

**INTRODUCTORY COMMENTS**

This Amendment and Response is filed responsive to the Office Action (Paper No. 14) dated November 26, 2003, the response period of which is extended to May 26, 2004, by the accompanying Request for a Three Month Extension of Time. In view of the amendments and comments set forth below, the Applicant respectfully requests re-examination of the application and urges reconsideration and withdrawal of the outstanding rejections.

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

06/01/2004 ZJUHR1 00000089 120080 09577231

01 FC:1201 86.00 DA  
02 FC:1202 558.00 DA

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.